

## Public Service Commission of Wisconsin

## Florence Gas Utility

**Residential Gas Service****Application**

This rate will be applied to residential customers for ordinary household purposes. Appliance BTU intake requirements may not exceed 425, 000 BTU load limits. Customers who do not meet this criteria will be served under Schedule Cg-2.

**Conditions of Delivery**

1. Gas billed under these rates shall be on the therm basis.
2. Gas supplied under this rate shall not be used as standby for interruptible service nor shall it be used in lieu of such service.
3. This rate applies to gas supplied to one customer at one metering location; gas supplied hereunder shall not be resold.

**Utility Charges**Customer Charges:

Residential Year-Round:	\$ 4.50 per month
Residential Seasonal (May-Nov)	\$ 9.00 per month

Energy Charges:

Distribution Service Rate	\$0.4110 per therm
Gas Base Rate	<u>\$0.3590</u> per therm
Effective Rate	\$0.7700 per therm

Purchased Gas Adjustment:

Charge per therm for changes in the Utility's cost of purchased gas. This rate can vary on a monthly basis and is determined pursuant to Schedule PGA.

Annual True-Up Adjustment:

Charge per therm for the annual surplus or deficiency of the Utility's purchased gas cost. This rate can vary on an annual basis and is determined pursuant to Schedule PGA.

**Minimum Monthly Bill**

The minimum monthly bill shall be the customer charge. Energy charges shall be added to the minimum monthly bill.

**Billing**

Bills for gas service are rendered monthly and become due and payable upon issuance following the period for which service is rendered. A late payment charge of 3 percent but not less than 30 cents will be added to bills not paid within 20 days of issuance. This ONE-TIME 3 percent late payment

**RATE FILE**Sheet No. 2 of 2Schedule No. Rg-1Amendment No. 1**Public Service Commission of Wisconsin****Florence Gas Utility****Residential Gas Service**

charge will be applied only to any unpaid balance for the current billing period's usage. This late payment charge is applicable to all customers. The utility customer may be given a written notice that the bill is overdue no sooner than 20 days after the bill is issued and unless payment or satisfactory arrangement for payment is made within the next eight days, service may be disconnected pursuant to ch. PSC 134, Wis. Adm. Code.

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**EFFECTIVE:** May 1, 1998  
**PSCW AUTHORIZATION:** 2000-GR-100

## Public Service Commission of Wisconsin

## Florence Gas Utility

**Commercial Gas Service****Application**

This rate will be applied to commercial customers for ordinary business purposes. Appliance consumption may not exceed 425,000 BTU load limits. Customers who do not meet this criteria will be served under the applicable rate.

**Conditions of Delivery**

1. Gas billed under these rates shall be on the therm basis.
2. Gas supplied under this rate shall not be used as standby for interruptible service nor shall it be used in lieu of such service.
3. This rate applies to gas supplied to one customer at one metering location; gas supplied hereunder shall not be resold.

**Utility Charges**Customer Charges:

General Commercial: \$6.00 per month

Energy Charge:

Distribution Service Rate \$0.4110 per therm

Gas Base Rate \$0.3590 per therm

Effective Rate \$0.7700 per therm

Purchased Gas Adjustment:

Charge per therm for changes in the Utility's cost of purchased gas. This rate can vary on a monthly basis and is determined pursuant to Schedule PGA.

Annual True-Up Adjustment:

Charge per therm for the annual surplus or deficiency of the Utility's purchased gas cost. This rate can vary on an annual basis and is determined pursuant to Schedule PGA.

**Minimum Monthly Bill**

The minimum monthly bill shall be the customer charge. Energy charges shall be added to the minimum monthly bill.

**Billing**

Bills for gas service are rendered monthly and become due and payable upon issuance following the period for which service is rendered. A late payment charge of 3 percent but not less than 30 cents will be added to bills not paid within 20 days of issuance. This ONE-TIME 3 percent late payment charge will be applied only to any unpaid balance for the current billing period's usage. This late

EFFECTIVE: May 1, 1998

PSCW AUTHORIZATION: 2000-GR-100

**RATE FILE**Sheet No. 2 of 2Schedule No. Cg-1Amendment No. 1**Public Service Commission of Wisconsin****Florence Gas Utility**

<b>Commercial Gas Service</b>
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payment charge is applicable to all customers. The utility customer may be given a written notice that the bill is overdue no sooner than 20 days after the bill is issued and unless payment or satisfactory arrangement for payment is made within the next eight days, service may be disconnected pursuant to ch. PSC 134, Wis. Adm. Code.

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EFFECTIVE: May 1, 1998  
PSCW AUTHORIZATION: 2000-GR-100

**Public Service Commission of Wisconsin****Florence Gas Utility****Large Commercial Gas Service****Application**

This rate will be applied to commercial customers for ordinary business purposes. Appliance consumption must be over 425,000 BTU, but may not exceed 5,000,000 BTU load limits. Customers who do not meet this criteria will be served under the applicable rate.

**Conditions of Delivery**

1. Gas billed under these rates shall be on the therm basis.
2. Gas supplied under this rate shall not be used as standby for interruptible service nor shall it be used in lieu of such service.
3. This rate applies to gas supplied to one customer at one metering location; gas supplied hereunder shall not be resold.

**Utility Charges**Customer Charges:

General Commercial: \$12.00 per month

Energy Charge:

Distribution Service Rate \$0.3500 per therm

Gas Base Rate \$0.3590 per therm

Effective Rate \$0.7090 per therm

Purchased Gas Adjustment:

Charge per therm for changes in the Utility's cost of purchased gas. This rate can vary on a monthly basis and is determined pursuant to Schedule PGA.

Annual True-Up Adjustment:

Charge per therm for the annual surplus or deficiency of the Utility's purchased gas cost. This rate can vary on an annual basis and is determined pursuant to Schedule PGA.

**Minimum Monthly Bill**

The minimum monthly bill shall be the customer charge. Energy charges shall be added to the minimum monthly bill.

**Billing**

Bills for gas service are rendered monthly and become due and payable upon issuance following the period for which service is rendered. A late payment charge of 3 percent but not less than 30 cents will be added to bills not paid within 20 days of issuance. This ONE-TIME 3 percent late payment charge will be applied only to any unpaid balance for the current billing period's usage. This late

**RATE FILE**Sheet No. 2 of 2Schedule No. Cg-2Amendment No. 1**Public Service Commission of Wisconsin****Florence Gas Utility**

<b>Large Commercial Gas Service</b>
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payment charge is applicable to all customers. The utility customer may be given a written notice that the bill is overdue no sooner than 20 days after the bill is issued and unless payment or satisfactory arrangement for payment is made within the next eight days, service may be disconnected pursuant to ch. PSC 134, Wis. Adm. Code.

# RATE FILE

Sheet No. 1 of 2

Schedule No. Lg-1

Amendment No. 1

## Public Service Commission of Wisconsin

### Florence Gas Utility

#### Industrial/School Gas Service

##### Application

This rate will be applied to industrial/school customers for ordinary business purposes. Appliance consumption must be over 5,000,000 BTU load limits. Customers who do not meet this criteria will be served under the applicable rate.

##### Conditions of Delivery

1. Gas billed under these rates shall be on the therm basis.
2. Gas supplied under this rate shall not be used as standby for interruptible service nor shall it be used in lieu of such service.
3. This rate applies to gas supplied to one customer at one metering location; gas supplied hereunder shall not be resold.

##### Utility Charges

###### Customer Charges:

Industrial/School: \$30.00 per month

###### Energy Charge:

Distribution Service Rate \$0.2635 per therm

Gas Base Rate \$0.3590 per therm

Effective Rate \$0.6320 per therm

###### Purchased Gas Adjustment:

Charge per therm for changes in the Utility's cost of purchased gas. This rate can vary on a monthly basis and is determined pursuant to Schedule PGA.

###### Annual True-Up Adjustment:

Charge per therm for the annual surplus or deficiency of the Utility's purchased gas cost. This rate can vary on an annual basis and is determined pursuant to Schedule PGA.

##### Minimum Monthly Bill

The minimum monthly bill shall be the customer charge. Energy charges shall be added to the minimum monthly bill.

##### Billing

Bills for gas service are rendered monthly and become due and payable upon issuance following the period for which service is rendered. A late payment charge of 3 percent but not less than 30 cents will be added to bills not paid within 20 days of issuance. This ONE-TIME 3 percent late payment charge will be applied only to any unpaid balance for the current billing period's usage. This late

EFFECTIVE: May 1, 1998  
PSCW AUTHORIZATION: 2000-GR-100

**RATE FILE**

Sheet No. 2 of 2

Schedule No. Lg-1

Amendment No. 1

**Public Service Commission of Wisconsin****Florence Gas Utility****Industrial/School Gas Service**

payment charge is applicable to all customers. The utility customer may be given a written notice that the bill is overdue no sooner than 20 days after the bill is issued and unless payment or satisfactory arrangement for payment is made within the next eight days, service may be disconnected pursuant to ch. PSC 134, Wis. Adm. Code.



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## Florence Gas Utility

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### Rate File

Sheet Number	1
Schedule Number	PGA
Amendment Number	57

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### Purchased Gas Adjustment Clause

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Rate Schedule	Base Rate	PGA	True-Up	Effective Rate
<b>Rg-1 Residential Gas Service</b>				
<b>Fixed Charge per month:</b>				
<b>Year-Round - \$4.50, Seasonal (May - Nov) - \$9.00</b>				
Distribution Service Rate	\$ 0.4110			\$ 0.4110
Gas Base Rate	\$ 0.3590	\$ 0.2230	\$ -	\$ 0.5820
				\$ 0.9930
<b>Cg-1 Commercial Gas Service</b>				
<b>Fixed Charge per month, \$6.00</b>				
Distribution Service Rate	\$ 0.4110			\$ 0.4110
Gas Base Rate	\$ 0.3590	\$ 0.2230	\$ -	\$ 0.5820
				\$ 0.9930
<b>Cg-2 Large Commercial Gas Service</b>				
<b>Fixed Charge per month, \$12.00</b>				
Distribution Service Rate	\$ 0.3500			\$ 0.3500
Gas Base Rate	\$ 0.3590	\$ 0.2230	\$ -	\$ 0.5820
				\$ 0.9320
<b>Lg-1 Industrial/School Gas Service</b>				
<b>Fixed Charge per month, \$30.00</b>				
Distribution Service Rate	\$ 0.2635			\$ 0.2635
Gas Base Rate	\$ 0.3590	\$ 0.2230	\$ -	\$ 0.5820
				\$ 0.8455

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Applicable to service rendered on and after:  
PSCW Authorization by Order Number:  
Letter Date:

March 1, 2004  
2000-GR-100  
March 9, 2004

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# RATE FILE

1a  
Sheet No. 2 of 4  
Schedule No. PGA  
Amendment No. 6

## Public Service Commission of Wisconsin

### Florence Gas Utility

#### Purchased Gas Adjustment

The Florence Gas Utility (Utility) shall calculate a purchased gas adjustment to reflect the net increase or decrease in the sum of the commodity charge and pooled gas adjustment charge of its gas supplier.

The Utility must file the purchased gas adjustment with the Commission on a monthly basis. All rate adjustments shall be taken to the nearest .01 cent per therm. When a change in the purchased gas adjustment occurs, the Utility shall immediately file with the Public Service Commission rate sheets, source data and supporting calculations showing the new purchased gas adjustment rate. The effective date of the adjustments made shall not be earlier than the date the adjustments are filed with the Public Service Commission. Adjustments made as a result of the operation of this adjustment clause shall be made subject to refund, pending approval of the Public Service Commission, within a 21-day period from the date of filing.

The commodity charge as determined in Docket 2000-GR-100 is as follows:

<u>Unit</u>	<u>Rate</u>
Cost per therm:	\$0.2636

The pooled gas adjustment rate as determined in Docket 2000-GR-100 is as follows:

<u>Unit</u>	<u>Rate</u>
Cost per therm:	\$0.0000

#### ANNUAL COST TRUE-UP

The Utility shall file by December 15 each year the following information for the twelve months ending October 31:

1. The actual purchased cost of gas by month, in descriptive categories. The Utility shall also provide the unit cost/units billed detail for all applicable categories including peak-day demand billing.
2. The cost of gas actually recovered as defined below by month. The cost of gas actually recovered is the sum of (i) the base cost of gas rate times the actual sales during the true-up year, and (ii) each purchased gas adjustment rate times the sales to which it was applied during the true-up year.
3. A report showing the difference between (1) and (2) above, positive or negative.
4. What Utility decisions were made and actions taken to minimize the cost of gas.

~~SUPERSEDED~~

EFFECTIVE: December 1, 1999  
PSCW AUTHORIZATION: 2000-GR-100

## RATE FILE

Sheet No. 2 of 3 <sup>16</sup>

Schedule No. PGA

Amendment No. 1

## Public Service Commission of Wisconsin

### Florence Gas Utility

#### Purchased Gas Adjustment

The Commission will review the reports and any other appropriate information to determine the appropriateness and accuracy of (1) through (3) above. The amount of the difference, whether positive or negative, shall be recovered from or returned to customers by adding to or subtracting from base rates a true-up adjustment. The true-up adjustment shall be calculated by dividing the dollar amount of the difference by the amount of gas sold in the most recent twelve month period, weather normalized, and with known changes for the period as approved by the Commission, adjusted to an annual basis (or, if available, by the sales forecast from the Utility's most recent supply plan). The true-up adjustment will be effective on January 1 of the following year, or any other time specified by the Commission.

#### ANNUAL COST TRUE-UP

After the true-up adjustment has been in effect for 12 months, the Utility will calculate the actual revenue impact compared to the originally approved true-up adjustment. Any remaining balance will be added to or subtracted from the general customer refund account.

#### REFUND PROVISION

Refunds that the Utility receives from its pipeline supplier(s) are subject to refunding to its customers. Whenever the balance in the refund account equals \$5.00 or more per residential space-heating customer, the Utility shall, without delay, make refunds to the consumers from whom the money was initially collected on the basis of actual consumption during the time period the refund was generated. Refunds to current customers may be in the form of cash or as a one-time credit to customer accounts.

At the time of a refund, the Utility shall give current customers notice that additional refunds may be available upon request, for consumption at a previous address within the service territory. The Utility shall give reasonable public notice of the availability of refunds for past customers. Refunds to former customers will only be made if requested within six months from the date notice is given and only for amounts greater than \$5.00.

The Utility will retain necessary customer consumption records for a rolling two-year period to enable issuance of refunds described above. Refunds generated in a prior period, for which actual consumption data are not available, shall be disbursed on the basis of the available two year consumption period.

\*\*\*The interest rate to be paid shall be subject to change annually on a calendar basis. The annual interest rate to be paid on the refund account balance shall be equal to the weekly average yield of one-year United States treasury securities for the first week ending on or after December 1 of the prior year. The yield is reported in the Federal Reserve Statistical Release under Treasury Constant Maturities, 1 - year and should be rounded to the nearest tenth of one percent.

# **RATE FILE**

Sheet No. 4 of 8 *ad 1c*

Schedule No. PGA

Amendment No. 1

## **Public Service Commission of Wisconsin**

### **Florence Gas Utility**

#### **Purchased Gas Adjustment**

If the Utility does not wish to make an immediate refund it can request a waiver with justification from the Commission. The Utility will report to the Commission the receipt and the amount of any refunds from its pipeline supplier; the amount an average space-heating customer would receive; the method of disposition; and the amount reverting to the refund account.

**Public Service Commission of Wisconsin**

**Florence Gas Utility**

**Main Extension Rules**

**1. Mains**

- (a) Upon written application, the Utility will extend its mains to serve new customers, provided that the customer(s) to be served deposit(s) with the Utility, in advance, an amount equal to the difference between the actual cost of the main extension and the free footage allowance calculated for the customer(s).
- (b) For nonresidential customers, a free footage allowance shall be calculated for each customer by dividing the product of the customer's estimated annual usage and gross margin to be produced by that customer, less service and meter costs not covered by the annual customer charge, by the Utility's current annual customer main footage cost per foot of newly installed main, and the current average maintenance cost per foot of installed main.
- (c) The free footage allowance for the average residential service customer shall be \$ 800.
- (d) The charge for main extension as of February 1, 1998 shall be:

<u>SIZE</u>	<u>COST PER FOOT</u>
2"	\$ 2.40
4"	\$ 4.40

**2. Services**

- (a) The following non-refundable charges shall be made for the original installation of service piping:

<u>Nominal Size of Pipe</u>	<u>First 100 Feet</u>	<u>Excess Footage</u>
5/8" or 1"	No charge	\$ 2.00
2"	No charge	\$ 2.40

- (b) The normal service entrance shall be in the customer's wall nearest to the main, or within 10 feet of that wall, or as close to such wall as is safe and practical.
- (c) The footage for the Excess Footage Chart will be measured from the customer's property line that is most nearly parallel to the Utility's main from which the service is installed to the service entrance.

**Florence Gas Utility**

<b>Main Extension Rules</b>
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- (d) Service stubs from the Utility's main to the curb line, which may be required by municipal ordinance or requested by a property owner because installation of permanent pavement, will be installed with no charge. Extension of such stubs to the customer's premises will be made subject to these extension rules.
- (e) Services which are deactivated under PSC rules because of lack of use will be subject to a minimum \$300 charge to be reactivated.
- (f) A frost charge of \$ 2.40 per foot, shall be made whenever a service is installed through frost. This charge is in addition to the excessive footage charge and IS NOT included in the free footage allowance. The frost charge period is November 15 to April 15. The charge shall be waived if application is made for installation of the service at least 15 days prior to the date of the commencement of the above frost charge period and the premises are then in a condition to permit installation of the service. The frost charge may be waived if there is no frost in the ground at the time of installation.
- (g) Alterations or relocations of services required by construction, remodeling, or removal of the customer's structures will be done by the Utility and charged to the customer.
- (h) Service replacements which are required because of deterioration, obsolescence, or increased customer gas requirements will be made by the Utility at no charge to the customer.

**3. Ownership**

All mains and service piping from the Utility's main to and including the meter shall belong to the Utility and be subject to removal only by the Utility regardless of whether any charges were made to the customer.

**Public Service Commission of Wisconsin****Florence Gas Utility****Service Rules****Application for Gas Service**

A customer desiring gas service must make application to the Utility before commencing use of the Utility's service. Along with this application, a notarized natural gas affidavit may be supplied listing construction and test records of that installation. A current contractor's liability insurance form must also be on record at the Utility office. The Utility reserves the right to require a signed application or a written contract for the service to be furnished. Receipt of gas service, however, shall cause the Utility to consider the receiver as a customer of the Utility, subject to its rates, rules and regulations, whether service is based upon a signed application, contract, or otherwise. All applications and contracts for service shall be made in the legal name of the party to be obligated to pay for the service.

Subject to its rates, rules and regulations, the Utility will continue to supply gas service until ordered to discontinue, and the customer will be responsible for payment of all service furnished until discontinued.

Any service requested and not activated within four months from the date of installation as per customer instructions will be subject to the minimum monthly service charge beginning the fourth month.

**Availability**

Gas at pressures higher than Utility's Standard Service Pressure of 7 inches water column will be made available to a customer upon request if high pressure gas is available at the customer's premises or may be made available in accordance with Utility's filed extension rules, and such high pressure is required for proper operation of the customer's present or proposed utilization equipment.

When a High Service Pressure is made available as provided above, a specific service pressure shall be agreed upon by the Utility and the customer.

**Measurement**

For the purposes of correcting high pressure gas measurements, the following values will be used:

Temperature base:	60 degrees F	
Assumed atmospheric		
pressure:	14.4 p.s.i.	Approx. altitude 1200
Pressure base:	14.73	

**Public Service Commission of Wisconsin****Florence Gas Utility****Service Rules****Gas Piping and Equipment**

The customer shall furnish and install all building gas piping and gas utilization equipment. Such gas piping and equipment shall be installed and maintained at all times in accordance with requirements set forth by properly constituted authority and by the Utility. The Utility assumes no responsibility in connection with the installation, maintenance or operation of gas piping and equipment beyond the meter outlet.

**Utility Equipment on Premises Being Served**

All meters and regulators and other facilities placed on any premises by the Utility for the purpose of rendering gas service shall, unless otherwise expressly provided, be and remain the property of the Utility and the customer shall exercise reasonable care to protect such property from loss or damage.

The customer shall be liable and shall reimburse the Utility for all damage to the Utility's equipment and for all loss resulting from interference or tampering therewith. Upon the discovery of any such damage or interference the Utility shall have the right to terminate service. Service may be restored upon the customer's payment of all losses and damages to the Utility and the current reconnection charge. Further interference or tampering by that customer shall be cause for permanent discontinuance of his/her service.

The Utility reserves the right to modify, change or exchange its facilities on the customer's premises, provided, that where any such modification, change or exchange is made for the Utility's convenience, the Utility will bear the expense thereof, including the expense of change required in the customer's house piping.

Where there is a change of any kind on the premises of the customer in operations or by reason of construction, reconstruction, alteration or demolition, which in the judgment of the Utility makes the relocation of the installed gas service facilities of the Utility necessary, or if the relocation of the gas service facilities of the Utility is requested by the customer, the Utility will move such facilities at the customer's expense to a location on the customer's premises acceptable to the Utility.

**Owner's Consent**

In case the customer is not the owner of the premises or of the intervening property between such premises and the utility main, the customer shall assist the Utility as necessary in obtaining consent for the installation and maintenance on the premises or on such intervening property of all gas piping and any other gas equipment required for the supplying of gas to the customer.



**Public Service Commission of Wisconsin****Florence Gas Utility****Service Rules****Regulating and Metering**

The Utility will furnish and maintain all equipment necessary for regulating, metering, and billing the gas supplied. The customer will provide a suitable space for such equipment.

The Utility will furnish gas to a customer at any one location through a single service. The Utility may at its option supply gas to a customer at more than one metering point at one location. In such case, the volume of gas supplied for the same class of service will be combined for billing purposes.

**Access to Premises**

The Utility shall at all reasonable times have access to the customer's premises for the purpose of ascertaining the quantity of gas supplied, for the purpose of inspecting, examining and inspecting the customers installation of gas piping and equipment.

**Temporary Gas Service**

The following special requirement is prescribed to govern temporary gas service:

A customer taking temporary gas service shall pay the rates applicable to the class of service rendered, and shall be subject to these rules and regulations. In such case, the Utility may require that the customer pay in advance the cost of the installation and removal of all facilities, including the meter, required to furnish the desired service, less the salvage value of such facilities.

**Temporary Suspension of Gas Service**

The Utility may temporarily suspend service in order to make repairs and improvements in its distribution system. Whenever possible, such changes shall be made so as to cause the least inconvenience to the customer as a whole.

**Escaping Gas**

The customer will immediately give notice to the Utility of any gas escaping in or about the premise.

**Public Service Commission of Wisconsin**

**Florence Gas Utility**

<b>Service Rules</b>
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**Periodic Inspection of Customers' Appliances**

Periodic inspection is made through the medium of service, during unscheduled visits to the customers premises to re-establish service, or when responding to a possible gas leak situation. Inspections consist of checking burners and pilots for proper operation and observation to the extent practicable, of the condition of controls and safety devices.

The customer is notified as to any improper or unsafe conditions which may be observed. Any necessary adjustments or repairs of the type generally performed by the Utility's service organization and requested by the customer are done at the Utility's prevailing rates.

No adjustment or services is provided for gas pilots on oil burners or other equipment where use of gas is merely incidental.

No inspection is made when the customer signifies that it is not desired.

The inspection is limited to conventional gas-consuming equipment such as cooking appliances, water heaters, refrigerators, incinerators, clothes dryers, gas space heating and space cooling equipment.

The Utility does not undertake to inspect industrial or commercial process equipment or special gas-consuming appliances.

The Utility inspection policy is solely for the benefit of customers and the Utility assumes no liability for the condition of any appliances, piping or equipment beyond the outlet side of its meters or for any injury or damage in any way resulting therefrom.

**Public Service Commission of Wisconsin****Florence Gas Utility****Service Rules****DEPOSITS**

Residential and commercial customers will be required to make cash deposits or other guarantees as a condition for service, subject to the following requirements:

**Residential Customers****New Customers**

The Utility will require a new residential customer to make a cash deposit or other guarantee, as a condition for new service, only if the customer has an outstanding account balance with the Utility which accrued within the last 6 years, which at the time of request for new service remains outstanding and not in dispute. In accordance with s. PSC 134.061(1) Wis., Adm. Code, a deposit will not be required if the customer provides the Utility with information showing that his or her gross quarterly income is at or below 200% of federal income poverty guidelines. 2

The deposit of a residential customer will be refunded after 12 consecutive months of prompt payment. Payment is considered prompt if made prior to notice of disconnection for nonpayment not in dispute.

**Existing Customers**

The Utility will require an existing residential customer to make a cash deposit or other guarantee, as a condition for continued service, only if: (a) the Utility has shut off or discontinued service of the customer within the last 12-month period for violation of the Utility's filed rules or for nonpayment of a delinquent account not currently in dispute, or (b) the Utility finds out that the initial application for service was falsified or (c) the customer had the ability to pay for the utility service but, during the cold weather disconnection rules period, had an arrears amount incurred during that period, that was 80 days or more past due. The Utility may request a deposit in this situation even if the customer's service has not been disconnected.

The deposit of an existing residential customer will be refunded after 12 consecutive months of prompt payment, as defined in the above section that applies to new residential customers.

**Public Service Commission of Wisconsin****Florence Gas Utility**

<b>Service Rules</b>
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**Commercial Customers****New Customers**

If the credit of a new commercial applicant for service has not been established satisfactorily to the Utility, the applicant will be required to deposit a sum not to exceed the estimated gross bills for any two consecutive billing periods selected by the Utility. The following factors will be considered in the establishing whether an applicant's credit is satisfactory:

- (a) Credit information from credit reporting services.
- (b) Letter of credit from a financial institution or another utility
- (c) Applicant's business characteristics, such as type of business, length of time the applicant has operated, the applicant's business experience and knowledge, and estimated size of applicant's bills.
- (d) value of the assets of the business and
- (e) the financial condition of the business.

The Utility will notify the applicant within 30 days of the request for service as to whether a deposit will be required. The 30-day period will begin from the date the applicant provides all requested relevant information to the Utility. If no request for deposit is made within this period, no deposit will be required, except that if the provision pertaining to existing customers applies. If a request for a deposit is made, the applicant will be given at least 30 days to provide payment, or guarantee, or to establish an installment payment agreement.

The deposit of a commercial customer will be refunded after 24 consecutive months of prompt payment. Payment is considered prompt if made prior to notice of disconnection for nonpayment not in dispute.

**Public Service Commission of Wisconsin****Florence Gas Utility****Service Rules****Existing Customers**

An existing commercial customer will be required to furnish a deposit if the customer has not made prompt payment of all bills within the last 24 consecutive months. Customers requested to make deposits will be given at least 30 days to provide the deposits, guarantees, or to establish installment payment agreements.

The deposit of an existing commercial customer will be refunded after 24 consecutive months of prompt payment, as defined in the above section that applies to new commercial customers.

**Conditions of Deposit:****Written Explanations:**

The Utility cannot require any commercial or residential customer to pay a deposit or establish a guarantee in lieu of deposit without explaining, in writing if requested, why that deposit is being required. The explanation shall include notice of the customer's right to appeal any deposit request or amount required in this provision to the Public Service Commission.

**Maximum Deposit:**

The maximum deposit for a new commercial or residential account will not exceed the highest estimated gross bill for any two consecutive billing periods selected by the Utility.

The maximum deposit for an existing commercial or residential account will not exceed the highest actual gross bill for any two consecutive months within the preceding 12 month review period as determined by the Utility, with the following exception: If, during the cold weather disconnection rules period, a customer had an arrears amount incurred during this period that was 80 days or more past due and had the ability to pay for utility service, the deposit will not exceed the highest actual gross for any 4 consecutive months within the preceding 12 month review period, as determined by the Utility.

**Interest:**

Deposits for commercial or residential service will bear interest at an APR determined by the Public Service Commission for each year, payable from the date of deposit to the date of refund or discontinuance of service, whichever is earlier.

**Public Service Commission of Wisconsin****Florence Gas Utility****Service Rules****Review:**

The Utility will review the payment record of each residential utility customer with a deposit on file at 12-month intervals. The Utility shall not require or continue to require a cash deposit unless a deposit is required, as specified under the provision on existing residential customers, which appears above. Commercial customers' deposits will be reviewed at 24-month intervals, after which time the deposit will be refunded if the commercial customer has paid its bill promptly, as specified under the provision on commercial customers.

**Refund:**

Any deposit or portion thereof, including accrued interest, refunded to a commercial or residential customer will be refunded by check unless both the customer and the Utility agree to a credit on the regular billing. In case of the termination of commercial or residential service, the deposit, with accrued interest, will be credited to the final bill and the balance will be refunded promptly to the customer.

**Refusal of Service:**

Commercial or residential service will be refused or disconnected for failure to pay a deposit request subject to the rules pertaining to disconnection and refusal of service. (Wis. Adm. Code section PSC 134.062).

**Guarantee Terms and Conditions:**

The Utility may accept, in lieu of cash deposit, an irrevocable letter of credit, or a contract signed by a guarantor satisfactory to the Utility whereby payment of a specified sum not exceeding the cash deposit requirement is irrevocably guaranteed. The term of such contract will be for no longer than 1 year for residential service and 2 years for commercial service, but shall automatically terminate after the commercial or residential customer has closed its account with the Utility, or at the guarantor's request upon 30 days written notice to the Utility.

Upon termination of a guarantee contract or whenever the Utility deems same insufficient as to amount of surety, a cash deposit or a new or additional guarantee will be required upon 20-day written notice to the customer. The service of any customer who fails to comply with these requirements will be discontinued upon 8 days written notice, subject to the deferred payment agreement for a residential customer or the establishment of an installment payment agreement for a commercial customer.

The Utility will mail the guarantor copies of all disconnect notices sent to the customer whose account he has guaranteed unless the guarantor waives such notices in writing.

**Public Service Commission of Wisconsin****Florence Gas Utility****Service Rules****Deferred Payment:**

In lieu of cash deposit or guarantee, an applicant for new residential service who has an outstanding account accrued within the last 6 years with the same Utility has the right to receive service from that Utility under a deferred payment agreement as defined in s. PSC 134.063 Wis. Adm. Code for the outstanding account.

A commercial customer or applicant for commercial service of which a deposit is requested has the right to receive service under an installment payment agreement.

**Applicability:**

The rules pertaining to guarantee terms, and deferred payment, as they appear above, are not applicable to deposits or guarantees made in connection with the financing of extensions or other equipment.

**DISCONNECTION AND REFUSAL OF SERVICE****Reasons for Disconnection**

Service may be disconnected or refused for any of the following reasons:

1. Failure to pay a delinquent account or failure to comply with the terms of a Deferred Payment Agreement as provided for in s. PSC 134.063 Wis. Adm. Code.
2. Violation of the utility's rules and regulations pertaining to the use of service in a manner which interferes with the service of others or the operation of nonstandard equipment, if the customer has first been notified and provided with reasonable opportunity to remedy the situation.
3. Failure to comply with deposit or guarantee arrangements as provided for in these rules and regulations.
4. Diversion of service around the meter.
5. The utility may disconnect without notice where a dangerous condition exists for as long as the condition exists. Service may be denied to any customer for failure to comply with the applicable requirements of the rules and regulations of the Public Service Commission or of these rules and regulations, or if a dangerous or unsafe condition exists on the customer's premises.
6. Other reasons as outlined in s. PSC 134.062, Wis. Adm. Code.

**Reconnection of Service**

Reconnection of service shall be made in compliance with s. PSC 134.062(3), Wis. Adm. Code and s. PSC 134.062(4) Wis. Adm. Code.

**Public Service Commission of Wisconsin****Florence Gas Utility****Service Rules****Reconnection Charge:**

A reconnection charge of \$10.00 during normal office hours or \$14 before or after normal hours shall be charged if customer has been disconnected for any of the above reasons.

**Disconnection for Delinquent Accounts**

A bill for service is delinquent if unpaid after the due date shown on the bill. The utility may disconnect service for a delinquent bill by giving the customer at least 8 calendar days prior to disconnection, a written disconnection notice which may be included with the bill for service. For purpose of this rule, the due date shall not be less than 20 days after issuance.

**Deferred Payment Agreement**

The utility shall offer Deferred Payment Agreements to residential customers. The Deferred Payment Agreement shall provide that service will not be discontinued for the outstanding bill if the customer pays a stated reasonable amount of the outstanding bill and agrees to pay a stated reasonable portion of the remaining outstanding balance in installments until the bill is paid. In determining what amounts are "reasonable" the parties shall consider the:

1. Size of delinquent account.
2. Customer's ability to pay.
3. Customer's payment history.
4. Time that the debt has been outstanding.
5. Reasons why the debt has been outstanding.
6. Any other relevant factors concerning the circumstances of the customer.

Any payments made by the customer in compliance with a Deferred Payment Agreement, or otherwise, shall be first considered made in payment of the previous account balance with any remainder credited to the current bill.

If a deferred payment agreement cannot be reached because the customer's offer is unacceptable to the Utility, the Utility will inform the customer in writing why the customer's offer was not acceptable.



**Public Service Commission of Wisconsin**

**Florence Gas Utility**

**Service Rules**

**Dispute Procedure**

Whenever the customer advises the utility's designated office prior to the disconnection of service that all or part of any billing as rendered is in dispute, or that any matter related to the disconnection is in dispute, the utility shall investigate the dispute promptly and completely, advise the customer of the results of the investigation, attempt to resolve the dispute, and provide the opportunity for the customer to enter into a Deferred Payment Agreement when applicable in order to settle the dispute.

After the customer has pursued the available remedies with the utility, he or she may request that the Public Service Commission's staff informally review the dispute issue and recommend terms of settlement.

Any party to the dispute after informal review may make a written request for a formal review by the Commission. To avoid disconnection pending a formal review, the customer must request a formal review by the Commission, in writing, within 7 days of the issue of the informal determination. Service shall not be discontinued or refused because of any disputed matter while the disputed matter is being pursued under the disputes procedure. In no way does this relieve the customer from the obligation of paying charges which are not disputed.

## Public Service Commission of Wisconsin

## Florence Gas Utility

**Service Rules**

The form of disconnection notice to be used.

**DISCONNECTION NOTICE**

Customer Name  
Address  
City, State Zip Code

Date  
Account #

Dear Customer,

The amount past due on your account is \$ \_\_\_\_\_. We are required by Public Service Commission (PSC) rules to send you this notice **8 DAYS** prior to the contemplated date of disconnection.

1. Reason(s) for Disconnection

- |   |  |
|---|--|
| <input type="checkbox"/> A. Failure to pay delinquent account.  | <input type="checkbox"/> C. Violation of utility rules of service.                 |
| <input type="checkbox"/> B. Failure to comply with terms of deferred payment agreement which stated you would pay _____ | <input type="checkbox"/> D. Failure to comply with deposit or guarantee agreement. |
|   | <input type="checkbox"/> E. Diversion of service around meter.                     |

2. Date of Disconnection

Your service will be disconnected on or after **Day, Month, Date, Year** at **1 o'clock p.m.** unless the account is paid in full or if arrangements are not made to pay under a deferred payment agreement or if equipment changes are not made in keeping with the reason(s) listed above.

3. **Immediately contact the utility office** at 501 Spring Street or phone (715) 528-3330

- (a) if you dispute the notice of delinquent account.
- (b) if you wish to negotiate a deferred payment agreement.
- (c) if any resident is seriously ill.
- (d) if there are extenuating circumstances such as: infants, young children, aged, or handicapped residents, residents on life support systems or equipment, residents who have mental retardation or other developmental or mental disabilities.

4. **Serious Illness - Continued or Restored Service**

Residential service will be continued or restored for 21 days if you submit a statement from a licensed Wisconsin physician or notice from a public health, social service official, or law enforcement identifying the serious illness or protective services emergency of a resident and the period of time during which disconnection would aggravate the circumstances.

5. **Right to Appeal the Public Service Commission**

You may appeal the staff of the PSC if an agreement cannot be made concerning the reason(s) for disconnection or the amount of the utility service bill. The PSC's toll free number is 1-800-225-7729.

6. **Reconnection Charge and Payment Agreement**

If service is disconnected, there is a charge for restoring service of \$10 during office hours and \$14 before or after office hours. Before service can be restored, payment arrangements will need to be negotiated on the overdue balance.

7. **Deposit Requirement**

Customers whose service has been disconnected may be required to make a deposit or provide other guarantee of future payment.

**Public Service Commission of Wisconsin****Florence Gas Utility****Service Rules****Billing and Penalty**

Meters are read monthly or at such other intervals as may be approved by the Public Service Commission of Wisconsin and bills are issued. Such bills are payable at an office of the Utility or to its duly authorized agents during regular business hours. All bills not paid within 20 days of issuance shall be considered delinquent. All such bills shall be subject to a one time penalty of 3% of the net bill (but not less than 30¢) and the penalty shall be added to the net bill. Customers shall be notified in writing when their bill has become delinquent.

If the Utility is unable to gain access to the meter, a meter reading form may, or if requested by the customer, shall be left. If no form is left, or if the form is not returned in time for the billing operation, an estimated (average) bill may be rendered. In case of emergency, the Utility may render estimated (average) bills without reading meters or supplying meter-reading forms to customers. Only in unusual cases or when approval is obtained from the customer, shall more than three consecutive estimated bills be rendered.

**Budget Billing**

A budget payment plan is available to all prospective and existing residential customers and to all commercial accounts for which the primary purpose of the service is to provide for residential living (for example a residential apartment building). The budget plan is in accordance with section s. PSC 134.13 (5) Wis. Adm. Code.

A budget payment plan may be established at any time of the year. The monthly budget amount shall be calculated by the Utility on the basis of the estimated consumption and estimated applicable rates through the end of the budget year. A budget year begins and ends on August 31st.

An applicant for a budget plan shall be informed at the time of application and an existing budget plan customer on at least a quarterly basis that budget amounts shall be reviewed and changed every 6 months if necessary, in order to reflect current circumstances. Adjustments to the budget amount will be made with the objective that the customer's underbilled or overbilled balances at the end of the budget year shall be less than one month's budget amount. Customers on the budget payment plan shall be notified of adjustments through either a bill insert or message on the bill. When an adjustment is made to a budget payment amount, the customer will be informed of the adjustment at the same time the bill containing the adjustment is rendered.

**Public Service Commission of Wisconsin****Florence Gas Utility****Service Rules**

Customers who have arrearages shall be allowed to establish a budget payment plan by signing a deferred payment agreement for the arrears. Budget payment plans shall be subject to the late payment charge. In addition, if a budget payment is not made the customer shall be notified with the next billing that if proper payment is not received subsequent to this notification, the next regular billing may effectuate the removal of the customer from the budget plan and reflect the appropriate amount due.

At the end of the budget year, if an underbilled or overbilled balance exists in a customer's account, the balance shall be handled as follows:

1. A customer's debit balance will be paid in full or, at the customer's option, on a deferred basis.
2. A customer's credit balance will be applied against the customer's account or, at the customer's option, a refund shall be made.

**Billing on Other Than Monthly Basis**

Where an applicant or customer is unable to furnish either the required cash deposit or a satisfactory guarantor, or where the customer's business is of a hazardous or temporary nature, the Utility may, at its option, bill such applicant or customer on other than a monthly basis with a corresponding adjustment in the deposit or guarantee requirement and disconnect procedures.

This rule does not apply to the financing of extensions or other equipment.